

## EDITED KSA LISTING

### CLASS: OFFICE TECHNICIAN (GENERAL)

*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

#	Knowledge, Skill, Ability
	<b>Knowledge of:</b>
<b>K1.</b>	Intermediate knowledge of modern office methods (e.g., filing systems, tracking systems, desk procedures, written/verbal communication, time management, phone etiquette, record keeping, data entry, etc.) to maintain and retrieve information, respond to inquiries from staff and the public, and to effectively train staff and inmates, etc.
<b>K2.</b>	Intermediate knowledge of operating equipment (e.g., computer software/programs, typewriter, dictation/transcription machine, calculator, copy machine, fax machine, scanner, postage machine, telecommunications devices, shredder, fire equipment, etc.) to process documents and forms, disseminate information to other external agencies, general public and CDC staff, and ensure safety of staff and inmates, etc.
<b>K3.</b>	Intermediate knowledge of supplies (e.g., printing toner, forms, paper, file folders, staples, writing instruments, first aid kit, office furniture, etc.), in order to routinely inventory and maintain office supplies.
<b>K4.</b>	Intermediate knowledge of requisition procedures to procure and maintain office supply inventory (e.g., inventory, supply catalogs, Standard Form 115, Standard Form 954, etc.), in order to maintain a well equipped department.
<b>K5.</b>	Intermediate knowledge of grammatical structure (e.g., proper sentence structure, spelling, punctuation, etc.) to accurately proofread/correct documents produced within the office setting.
<b>K6.</b>	<b>Intermediate knowledge of Progressive Disciplinary techniques in order to train, correct, and direct staff in meeting job expectations utilizing Individual Development Plan (IDP), Employees Assistant Program (EAP), DOM, Title 15, training records, corrective memos, probation/annual reports, etc.</b>

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#	Knowledge, Skill, Ability
<b>K7.</b>	Intermediate knowledge of inmate supervision (e.g., Inmate Disciplinary process techniques, time keeping), utilizing various resources (e.g., DOM, Title 15, Inmate Work and Training Incentive Program (IWTIP), Bridging Program, supervisory reports (CDC 101), in order to train, correct, and direct inmates in meeting job expectations.
<b>K8.</b>	Basic knowledge to perform mathematical computations to complete basic addition, subtraction, multiplication and division, and calculate percentages associated with assigned duties.
<b>K9.</b>	Basic knowledge of appropriate laws, rules, regulations, and policies to provide information/instruction to staff using (e.g., Penal Code, California Code of Regulations (CCR), Title 15, Department of Justice (DOJ), Departmental Operational Manual (DOM), State Administrative Manual (SAM), EEO, rules, state and federal mandates, etc.), to handle inquiries from within and outside the department, and ensure that staff are in compliance with these rules.

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	Skill to:
S1	Skill to apply appropriate laws, rules, regulation, and policies (e.g., CCR, Title 15, DOJ rules, state and federal mandates, etc.), in order gather and provide information, respond to inquiries from within and outside the department, and to ensure compliance with job requirements.
S2	Skill to communicate effectively both verbally and in writing in order to disseminate information, respond to inquiries, and deal tactfully with staff, governmental agencies, public, and inmates/parolees.
S3	Skill to spell correctly, use proper English and grammatical structure (e.g., proper sentence structure, punctuation, etc.) to accurately file, proofread, and correct documents.
S4	Skill to receive verbal and written directions in order to resolve technical and other problems to ensure work is done accurately.
S5	Skill to monitor and evaluate unit policies and procedures, in order to recommend changes to management, and ensure staff and inmate workers are in compliance and functioning efficiently.
S6	Skill to plan, organize and conduct regular staff meetings in order to train staff, gain feedback, ensure staff compliance with policies, procedures, laws, and rules, and disseminate information.
S7	<b>Skill to multi-task workload in order to ensure work is done accurately and within timeframes.</b>

	Ability to:
A1.	<b>Ability to lift 40 pounds in order to move central files.</b>

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	Special Personal Characteristic:
SPC1.	A demonstrated interest in assuming increasing responsibility

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	<b>Working Conditions:</b>
WC1.	Willingness to abide by and adhere to safety and security policies and provisions(e.g., wear personal alarms, carry whistle, etc.) applicable to specific work tasks performed
WC2.	Willingness to work in a State correctional facility
WC3.	Willingness to comply with tuberculosis screening requirements
WC4.	Willingness to treat inmates in a professional, ethical, and tactful manner
WC5.	Willingness to work around peace officers armed with chemical agents and/or weapons
WC6.	Willingness to abide by and adhere to the institutional dress code
WC7.	Willingness to accept constructive criticism and respond appropriately
WC8.	Willingness to respond to changes in the work unit in a positive, professional manner
WC9.	Willingness to promote positive, collaborative, professional working relations among staff
WC10.	Willingness to provide instruction or oversight regarding departmental policies, procedures, standards, and practices to staff and outside consultants
WC11.	Willingness to work professionally with individuals from a wide range of cultural backgrounds

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	Working Conditions:
WC12.	Willingness to work in a team environment to complete assigned work tasks
WC13	Willingness to work overtime hours as required
WC14.	Willingness to work with inmates who may be infected with contagious diseases such as Hepatitis C or HIV/AIDS